



 **MVA**



**MOTOR VEHICLE ADMINISTRATION**

**MOTOR VEHICLE ADMINISTRATION  
CAPITAL PROGRAM SUMMARY  
(\$ MILLIONS)**

	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>SIX-YEAR TOTAL</u>
<b><u>Construction Program</u></b>							
Major Projects	4.3	6.4	10.2	4.2	1.7	1.7	28.5
System Preservation Minor Projects	20.7	20.7	12.6	11.4	11.5	11.9	88.8
<b><u>Development &amp; Evaluation Program</u></b>							
	-	-	-	-	-	-	-
SUBTOTAL	25.0	27.1	22.8	15.6	13.2	13.7	117.3
<b><u>Capital Salaries, Wages &amp; Other Costs</u></b>							
	1.2	1.2	1.3	1.3	1.4	1.4	7.8
TOTAL	26.2	28.3	24.1	16.9	14.5	15.1	125.1
Special Funds	25.5	28.3	24.1	16.9	14.5	15.1	124.3
Federal Funds	0.8	-	-	-	-	-	0.8



**PROJECT:** Real ID Act

**DESCRIPTION:** This project will verify identification documents presented to the MVA in connection with driver license and ID card transactions. The project will develop a more secure driver license and ID card, and a means to archive identity documents.

**PURPOSE & NEED SUMMARY STATEMENT:** This project will upgrade systems and policies within MVA in order to comply with federal regulations mandated in May 2005 by the signing of The Real ID Act. Proof of lawful presence in the United States is now required before an individual can be granted a new MD driver's license, learner's permit or ID card.

**STATE GOALS :** Maryland Transportation Plan (MTP) Goals/Selection Criteria:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Safety & Security | <input type="checkbox"/> Environmental Stewardship |
| <input type="checkbox"/> System Preservation          | <input type="checkbox"/> Community Vitality        |
| <input type="checkbox"/> Quality of Service           | <input type="checkbox"/> Economic Prosperity       |

**EXPLANATION:** The MVA implemented business and functional requirements to comply with the passage of Lawful Presence Legislation, and systems changes to account for the need to capture an individual's full legal name during the Driver License and Identification Card application process. There are several additional requirements pertaining to electronic verification of information that will be implemented, once the verification system being developed by DHS/AAMVA is operational.

**SMART GROWTH STATUS:**  Project Not Location Specific  Not Subject to PFA Law

- |  |   |
|--|---|
| <input type="checkbox"/> Project Inside PFA              | <input type="checkbox"/> Grandfathered              |
| <input type="checkbox"/> Project Outside PFA             | <input type="checkbox"/> Exception Will Be Required |
| <input type="checkbox"/> PFA Status Yet to Be Determined | <input type="checkbox"/> Exception Granted          |

**ASSOCIATED IMPROVEMENTS:**

Security System Preservation & Improvement (Line 4)  
DLS/POS Migration (Line 4)

**STATUS:** All federally mandated benchmarks within MVA's control have been attained. Benchmarks pending are contingent on the verification system being developed by DHS/AAMVA to be operational. Remaining special and federal funds are to be used to cover the costs associated with connecting to the verification system.

**SIGNIFICANT CHANGE FROM FY 2016 - 21 CTP:** None.

<u>POTENTIAL FUNDING SOURCE:</u>		<input checked="" type="checkbox"/> SPECIAL	<input checked="" type="checkbox"/> FEDERAL	<input type="checkbox"/> GENERAL	<input type="checkbox"/> OTHER					SIX	BALANCE
PHASE	TOTAL ESTIMATED COST (\$000)	EXPEND THRU 2016	CURRENT YEAR 2017	BUDGET YEAR 2018	PROJECTED CASH REQUIREMENTS FOR PLANNING PURPOSES ONLY				YEAR TOTAL	TO COMPLETE	
					....2019....	....2020....	....2021....	....2022....			
Planning	0	0	0	0	0	0	0	0	0	0	
Engineering	2,295	2,295	0	0	0	0	0	0	0	0	
Right-of-way	0	0	0	0	0	0	0	0	0	0	
Construction	1,909	1,482	160	267	0	0	0	0	427	0	
Total	4,204	3,777	160	267	0	0	0	0	427	0	
Federal-Aid	1,771	1,771	0	0	0	0	0	0	0	0	



**PROJECT:** Alternative Service Delivery Systems

**DESCRIPTION:** This project includes the design and implementation of electronic delivery of MVA services through the Internet, kiosks and telephone Interactive Voice Response (IVR) systems.

**PURPOSE & NEED SUMMARY STATEMENT:** Alternative delivery systems provide MVA customers with the ability to conduct transactions electronically. Web-based services, customer service kiosks, interactive voice recognition systems and other advancements not only make interaction with the MVA an efficient and pleasant experience, they will in turn reduce customer wait time and increase overall customer satisfaction.

**STATE GOALS :** Maryland Transportation Plan (MTP) Goals/Selection Criteria:

- Safety & Security
- System Preservation
- Quality of Service
- Environmental Stewardship
- Community Vitality
- Economic Prosperity

**EXPLANATION:** New Kiosks provide customers with the ability to receive real-time registration stickers, the option to pay in-cash or with a credit card, and the capability to receive certified and non-certified driving records, as well as the option to order scenic and personalized license plates. Providing this advanced functionality is a benefit to the public and enhances customer satisfaction.

**SMART GROWTH STATUS:**  Project Not Location Specific  Not Subject to PFA Law

- Project Inside PFA
- Project Outside PFA
- PFA Status Yet to Be Determined
- Grandfathered
- Exception Will Be Required
- Exception Granted

**ASSOCIATED IMPROVEMENTS:** Project Core (MVA Line - 3)

**STATUS:** MVA customers currently complete more than 50% of core service transactions by using US mail, telephone, internet, kiosk, mobile office or County Treasurer office. A MVA web site redesign and additional options for renewing and obtaining a driver license via alternative service delivery systems are recent and current initiatives.

**SIGNIFICANT CHANGE FROM FY 2016 - 21 CTP:** Total cost decreased by \$1.2 million due to a revised cost estimate.

<u>POTENTIAL FUNDING SOURCE:</u>		<input checked="" type="checkbox"/> SPECIAL		<input type="checkbox"/> FEDERAL		<input type="checkbox"/> GENERAL		<input type="checkbox"/> OTHER			
PHASE	TOTAL ESTIMATED COST (\$000)	EXPEND THRU 2016	CURRENT YEAR 2017	BUDGET YEAR 2018	PROJECTED CASH REQUIREMENTS FOR PLANNING PURPOSES ONLY				SIX YEAR TOTAL	BALANCE TO COMPLETE	
					.....2019.....	.....2020.....	.....2021.....	.....2022.....			
Planning	0	0	0	0	0	0	0	0	0	0	
Engineering	1,897	1,234	103	106	109	112	115	118	663	0	
Right-of-way	0	0	0	0	0	0	0	0	0	0	
Construction	28,107	18,875	1,510	1,480	1,495	1,536	1,582	1,629	9,232	0	
Total	30,004	20,109	1,613	1,586	1,604	1,648	1,697	1,747	9,895	0	
Federal-Aid	0	0	0	0	0	0	0	0	0	0	



**PROJECT:** Project Core (Enterprise Management System)

**DESCRIPTION:** Project Core is an enterprise-wide IT project with an emphasis on modernizing the MVA IT infrastructure, replacing legacy systems and enhancing the agency's ability to provide customers and employees with a 360 degree view of their services and needs.

**PURPOSE & NEED SUMMARY STATEMENT:** Many existing business systems were developed over the years as independent applications in response to separate business unit needs, and have become outdated in meeting the needs of today's operating environment. These systems need to be more efficient for improved customer service and increased employee productivity, and must be re-engineered to allow MVA to maximize service using electronic commerce and a network of branch locations.

**SMART GROWTH STATUS:**  Project Not Location Specific  Not Subject to PFA Law

- Project Inside PFA
- Project Outside PFA
- PFA Status Yet to Be Determined
- Grandfathered
- Exception Will Be Required
- Exception Granted

**ASSOCIATED IMPROVEMENTS:**

Alternative Service Delivery Systems (MVA Line - 2)

**STATE GOALS :** Maryland Transportation Plan (MTP) Goals/Selection Criteria:

- Safety & Security
- System Preservation
- Quality of Service
- Environmental Stewardship
- Community Vitality
- Economic Prosperity

**EXPLANATION:** Enable the MVA to maximize customer service by updating IT infrastructure. Provide the ability to conduct driver licensing, vehicle registration and titling transactions at any workstation or through any customer preferred interaction model including via the web and mobile devices. Improve data processing and efficiency for customers and customer service agents.

**STATUS:** The planning phase of the project is near completion. A scope of work including requirements for implementation was developed and reviewed. Vendor proposals will be solicited later this year.

**SIGNIFICANT CHANGE FROM FY 2016 - 21 CTP:** An increase of \$9M was added to fund FY 19 phases of the project.

POTENTIAL FUNDING SOURCE:		<input checked="" type="checkbox"/> SPECIAL		<input type="checkbox"/> FEDERAL		<input type="checkbox"/> GENERAL		<input type="checkbox"/> OTHER		
PHASE	TOTAL		CURRENT YEAR	BUDGET YEAR	PROJECTED CASH REQUIREMENTS FOR PLANNING PURPOSES ONLY				SIX YEAR TOTAL	BALANCE TO COMPLETE
	ESTIMATED COST (\$000)	EXPEND THRU 2016			2017	2018	....2019....	....2020....		
Planning	13,231	7,100	1,952	2,020	2,159	0	0	0	6,131	0
Engineering	0	0	0	0	0	0	0	0	0	0
Right-of-way	0	0	0	0	0	0	0	0	0	0
Construction	12,037	0	564	2,519	6,391	2,563	0	0	12,037	0
Total	25,268	7,100	2,516	4,539	8,550	2,563	0	0	18,168	0
Federal-Aid	0	0	0	0	0	0	0	0	0	0

**SYSTEM PRESERVATION MINOR PROJECTS PROGRAM**

**MOTOR VEHICLE ADMINISTRATION - LINE 4**

ITEM NO.	DESCRIPTION AND IMPROVEMENT TYPE	TOTAL PROJECT COST (\$000's)	CONSTRUCTION START
<b><u>Fiscal Year 2016 Completions</u></b>			
<b><u>Building Improvements</u></b>			
1	Essex Branch Office Expansion (0675)	561	Complete
2	Salisbury Branch Renovation (0693)	2,901	Complete
<b><u>Information Technology</u></b>			
3	Data Loss Protection (0697)	428	Complete

**SYSTEM PRESERVATION MINOR PROJECTS PROGRAM**

**MOTOR VEHICLE ADMINISTRATION - LINE 4 (cont'd)**

ITEM NO.	DESCRIPTION AND IMPROVEMENT TYPE	FY17 + FY18 PROJECT COST (\$000's)	CONSTRUCTION START
<b><u>Fiscal Year 2017 and 2018</u></b>			
<b><u>Building Improvements</u></b>			
4	Building and Interior Modification (0598)	1,183	Ongoing
5	Comprehensive Planning Services (0536)	2,059	Ongoing
6	Environmental Management System Improvements (0668)	539	Ongoing
7	Glen Burnie Office Systems Preservation (0512)	1,811	Ongoing
8	OIR Office Systems Preservation (0698)	1,167	Ongoing
9	VEIP Preservation (0686)	3,345	Ongoing
10	Cumberland Office Interior Modifications and Site Work (0742)	200	Underway
11	Glen Burnie Reconstruction (0552)	5,063	Underway
<b><u>Information Technology</u></b>			
12	Business Process Reengineering (0699)	775	Ongoing
13	Central Document Processing System Preservation (0651)	937	Ongoing
14	Computer Equipment System Preservation (0645)	6,528	Ongoing
15	DLS/POS Migration (0681)	2,097	Ongoing
16	Network Switch System Preservation (0649)	254	Ongoing
17	Security System Preservation & Improvement (0518)	1,162	Ongoing
18	System Preservation (0597)	4,617	Ongoing
19	Telecommunication System Preservation & Improvement (0545)	1,421	Ongoing
20	Central Issuance (0772)	1,200	Underway
21	DIWS II (0684)	5,668	Underway
22	Driver Law Test System (0695)	73	Underway
23	Facial Recognition IT Screening Pilot (0677)	428	Underway
24	Performance Registration Information Systems Management (0778)	753	Underway
<b><u>Safety</u></b>			
25	Maryland Highway Safety Office Bicycle Programs (0777)	130	Ongoing